



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, U.S. ARMY GARRISON FORT RICHARDSON (PROV)
724 POSTAL SERVICE LOOP #6000
FORT RICHARDSON, ALASKA 99505-6000

IMPC-FRA-ZA

3 December 2008

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: United States Army Garrison Fort Richardson (USAG FRA) Customer Service Operations Hours of Business (USAG-FRA-20)

1. Effective 15 December 2008 all USAG FRA Directorates with designated customer service operations will provide consistent hourly services throughout the work day. At a minimum, all operations will be open from 0900 to 1700 during the normal duty day, with no authorized closures for the lunch period. Directorates will stagger their employees to provide adequate coverage for the operation to remain open.
2. Fort Richardson's current Labor Agreement requires that employees are given at least one week's notice for change to their tour of duty. Organizations with previously designated lunch closures will immediately notify personnel of this change in conjunction with established labor policies.
3. Any operation requesting special closure hours in regards to holidays, training requirements, meetings and work functions will request amended hours approval through their chain of command to the Garrison Commander. The Garrison Commander and/or Deputy Garrison Commander reserve the right to approve all closures. At a minimum, organizations will provide a two week notice to customers of changes to hours of operations.
4. Point of contact for this policy is the USAG FRA Administrative Officer at 384-2175.

*This is fundamental
to what we do!*

DAVID L. SHUTT
COL, AR
Commanding

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